

Client Evaluation of Breyer Law Offices

It has been our pleasure to represent you. Your feelings and opinions are important to us. We want to hear from your experience with us in order to improve the way we care for our clients. Please take a few minutes to answer the following questions. Thank you!

Why did you choose Breyer Law Offices? A friend Garth Elkens referred me to your firm.

Was the staff courteous and professional? Yes Were your calls and E-mails responded to timely? Yes Did you feel informed throughout our representation of you? Yes

If not, please explain and tell us how we could have served you better: _____

Were you hesitant to hire an attorney and, if so, why? I never has accident before and was unsure if one was needed. Then, I was not sure who to go, too.

Was your case result in-line with your expectations? exceeded If not, please explain: _____

What part(s) of the process do you feel Breyer Law Offices handled well? _____

What members of Breyer Law Offices did you most appreciate and what impressed you most? Delba was great because she answered my questions right away or got back the next day. Edward was also very reassuring when we spoke.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? The results showed me just how hard the team worked on my behalf and kept me in the loop with updates.

In what areas do you feel Breyer Law Offices could have done a better job in their service to you and their representation of you? Not aware of any areas.

Were you previously aware that as a former client of Breyer Law Offices, you can call us any time in the future for legal guidance or lawyer referral, regardless of the area of law your question deals with? Yes

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? Yes

Grade us in our performance in the following areas on a scale of 1 – 10, “10” being the highest score and “1” being the lowest:

Professionalism:	<u>10</u>	Legal Ability:	<u>10</u>
Customer service/How you were treated	<u>10</u>	Quality of representation:	
Response time to your questions	<u>10</u>	Expectations met:	<u>10+</u>

What was the best part/worse part of your experience with Breyer Law Offices? Knowing that if I had a question the answer was supplied to me at once or in the next 24 hrs.

Was there some part of your experience that was unexpected or that you especially appreciated? Your availability to me.

What was your overall feeling about your experience with Breyer Law Offices? It was a pleasure working with a staff that made me feel that I was a very important person to each member of the team.

Can we use your statement and/or comments and or video for promotional purposes? Yes

Please tell us, in your own words, about your accident (how did it happen, etc.) and your experience with our office? I was making a left turn thru a construction intersection when I was hit by another driver going straight thru the intersection. My car turned onto it's side and when I came to I could not even see the other car. I was cut out of my vehicle & rushed to the Hospital.

What would you say to someone who was considering hiring our office who was hesitant to become involved with a lawyer and who thought they could handle their claim on their own? A person who represent himself has a fool for a client.